

# KnowBe4 Terms & Conditions

The following additional terms apply to the purchase of KnowBe4 (the “Service”) by you (“the customer”) and Cobweb.

These Service Specific Terms should be read in conjunction with [Cobweb Terms & Conditions](#).

## I. SERVICE DESCRIPTION

All services and support are subject to the terms of the [Cobweb Terms & Conditions](#).

KnowBe4 is your platform for new-school security awareness training. It helps you keep your users on their toes with security top of mind. With this integrated platform you can train and phish your users, see their Phish-prone percentage improve over time and get measurable results.

## STANDARD SERVICE OPTIONS

Pricing is the pricing set out in the Customer order form.

## II. TERMS

- a. Terms of use for the Services by the Customer (i.e., the entity using the KnowBe4 Service) are set out at:

[KnowBe4 Terms of Use](#).

The customer agrees that the above terms shall apply to Cobweb and their Customer. Cobweb agrees to provide each Customer with the terms of use and gain their acceptance.

- b. From the purchase date of the Service, the Customer will be entered into an annual contract with a minimum term of 12 months.
- c. Cobweb reserves the right to modify, amend or terminate the Service at any time and will update the Terms & Conditions from time to time in accordance with those changes. Continued use of the Service after changes to the Terms & Conditions shall constitute agreement to be bound by any changes. Cobweb will provide 30-day notice to any changes in price via email to the nominated account email address.

## III. SERVICE LEVELS AND SERVICE CREDITS

- a. KnowBe4 offers a service level agreement (SLA), which makes certain service levels commitments and offers service credits for failure to meet those commitments.
- b. If in any month the Customer experiences outages or unavailability of the Service, please let us know as soon as possible and, where Cobweb consider it appropriate, Cobweb will pursue a service credit claim with KnowBe4.



- c. If Cobweb are successful in claiming a service credit from KnowBe4, we will apply an equivalent credit (a credit to the same financial value as that received by us from KnowBe4 to your next invoice following the date on which we receive the credit from KnowBe4. For clarity, where Cobweb receive a service credit in respect of multiple Customers, we will apportion this as appropriate between the affected Customers.